



## POSITION DESCRIPTION

| Program Director  |  |
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| <b>Department: La Posada Interim Housing</b>  | <b>Status: Regular Full-time, Exempt</b> |
| <b>Reports to: Vice President of Senior and Community Programs</b>  | <b>Last Reviewed: April 2023</b>         |
| <b>Titles reporting to this role: Team Supervisors, Program Support Specialist, Education Program Coordinator, Children &amp; Youth Support Coordinator, Residential Support Worker</b> | <b>Next Review Date:</b>                 |

### *Position Summary:*

Under the direction of the Vice President, this position is responsible for the oversight and administration of the La Posada Interim Housing program, including program and staff development. Implements, monitors and evaluates day-to-day program operations; Provides direct and indirect supervision to multi-level staff; Gathers statistics, monitors cost effectiveness of program, generates required reports and analyzes program service and budget data in order to identify gaps or needs in service delivery. Provides direction and leadership to ensure full compliance with Administrative Codes that govern the Department of Housing and Urban Development (HUD), All Chicago Continuum of Care (COC), and the Chicago Department of Family Support Services (DFSS).

### **Essential Duties and Responsibilities**

Include the following, other duties as assigned:

#### *Program Administration*

Maintains thorough knowledge of relevant performance, licensing, and accrediting standards and contractual obligations, and ensures program policies, procedures, and activities align. Understands and interprets Casa Central's policies and procedures as they relate to program and staff issues. Plans, develops, organizes, implements, and directs the day-to-day service activities and operations associated with the program. Prepares program, statistical, and other reports as requested.

Coordinates resources and plans work assignments effectively. Anticipates potential problems and takes steps to control or correct them. Maintains efficient service and operational processes such as: participant and service delivery data, record keeping/ file maintenance, fiscal/billing systems, and workforce coordination. Performs other duties, as requested by Vice President.

#### *Program Evaluation*

Evaluates program's effectiveness in meeting participant and agency needs. Coordinates planning for ongoing program improvement and recommends solutions and strategies for continuous quality improvement.

#### *Fiscal Management*

Provides input to develop program-specific budgets. Monitors revenue and expenses to make recommendations and adjust spending plans as indicated. Demonstrates utilization of cost containment measures to support fiscal solvency. Generates required reports. Analyzes program service and budget data.

#### *Participant Service Delivery*

Provides oversight and monitoring of participant services and appropriate staff coverage to ensure compliance and quality. Provides consultation on participant issues to support problem resolution and full engagement in services.

#### *Performance & Quality Management*

Provides direction and leadership to ensure full compliance with funder, regulatory body, accrediting body, licensing body, and other relevant standards. Incorporates the agency mission, philosophy, core values into direct daily work and decision-making. Is actively involved and knowledgeable of the agency's Performance Quality Improvement process. Ensures program and staff engagement in all agency PQI activities.

Develops and submits annual work plans on behalf of the program. Designs and conducts program-level participant satisfaction and outcomes surveys. Utilizes data to identify gaps or needs in service delivery and develops data-driven improvement plans. Analyzes trends and innovations in the homelessness service field and makes strategic recommendations related to this sector.

Ensures that staff promptly report situations that pose a threat to staff, participants or agency, according to the agency's Incident/Accident Reporting procedures and funders' critical event reporting procedures.

#### *Personnel Management, Supervision, & Team Leadership*

Provides direct and indirect supervision to multi-level staff. Ensures all program staff receives regular supervision and that Supervisors maintain documentation of supervision sessions. Ensures completion of probationary and annual evaluations. Oversees interviewing and hiring processes.

Provides consultation on personnel issues as needed. Conducts regular staff meetings to ensure timely communication of agency updates and other announcements. Ensures program provides meaningful ongoing professional development opportunities in accordance with best practice standards and funder requirements.

Cultivates a professional, respectful work environment. Nurtures positive and collaborative working relationships. Ensures clear, respectful communication with others. Defines and communicates standards of performance and assists staff in achieving standards.

#### *Stakeholder Relationships & Partnerships*

Develops and oversees service and partnership agreements on behalf of the program. Represents the agency in professional associations, committees, and other sub-groups relevant to the work of the program. Engages in community outreach activities on behalf of the program and agency. Works to develop and maintain cooperative relationships with other agency programs and departments, as well as other community service providers and stakeholders.

#### **General Requirements:**

Sensitivity to cultural diversity is required. Will be subject to drug and alcohol screening, as well as aptitude and skills' testing. To perform this job successfully an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to perform the essential functions.

#### **Education/Experience:**

Must possess a bachelor's degree in Social Work, health or human services or related field, from an accredited college or university and minimum of four years of professional experience in a homelessness service setting; or

Must possess high school diploma with demonstrated three years of program management experience in a setting that serves individuals experiencing homelessness, for each year of college education replaced in the disciplines defined above.

At least four years of prior, progressively responsible supervisory and/or management experience in a program that serves individuals experiencing homelessness is strongly preferred.

#### **Language Skills:**

Bilingual in Spanish and English required.

#### **Computer Literacy & Knowledge Skills Abilities:**

Computer literacy is required. Must be proficient in the use of Microsoft Office applications including Outlook, Word, Publisher and Excel, to enter and retrieve data as needed.

#### **Mathematical Skills:**

High school-level math skills are required. Must have the ability to accurately prepare and analyze data, including fiscal and statistical reports.

#### **Operating Environment and Working Relationships:**

Ability to work independently and collaboratively, as indicated. Director interacts regularly with multi-level LP staff, participants and other staff throughout the agency. Must develop and maintain positive and professional relationships with internal and external stakeholders. Must demonstrate tact, professional composure and diplomacy when interacting with others. Must work collaboratively with diverse populations. Must develop and maintain strategic relationships with community partners. Must create and maintain a congenial work environment within the La Posada program, modeling and initiating resolution strategies, when needed.

#### **Decision Making Authority:**

Under the guidance of the Vice President, the Program Director must demonstrate the ability to work independently in executing tasks, utilizing good judgment and sound decision-making; must demonstrate discernment regarding issues or situations, which warrant supervisory attention.

#### **People Management:**

Must have Managerial/Supervisory skills. Program Director provides direct and indirect supervision to multi-level staff within the program. Others may include independent contractors, volunteers and students/Interns.

#### **Other:**

Must possess excellent interpersonal skills. Professional image and presentation expected, at all times. Must possess exceptional time management and organizational skills.

Must be able to travel to other locations throughout the city or state as part of professional development trainings, conferences or other events.

A personal cellphone is required, and must be able to respond during working and non-working hours. Casa Central has a Personal Cellphone Usage Policy that includes a reimbursement amount.

#### **Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit, talk and hear. The employee frequently is required to use hands. Must be able to lift and carry up to 25lbs.

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

**Disclaimer:**

The statements herein are intended to describe the general nature and level of work being performed by the employee in this position. The content of this job description is not intended to be constructed as an exhaustive list of all responsibilities, duties, and skills required of a person in this position.

**I acknowledge and understand that:**

Receipt of the position description does not imply nor create a promise of employment, nor an employment contract of any kind, and that my employment is at-will.

- The job description provides a general summary of the position in which I am employed, that the contents of this job description are job requirements and, at this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions.
- Job duties, tasks, work hours and work requirements may be changed at any time.

**Employee Signature / Firma de Empleado:** \_\_\_\_\_

**Date / Fecha:** \_\_\_\_\_

